

Abstract of the Disclosure

5 A merchandise return system includes a merchandise-return information resource
serving a plurality of distributed point-of-return associates and another plurality of remote
merchandisers. The resource provides a processing system that is linked with
communication devices of the point-of-return associates by a communications medium, and
which processes requests for merchandise-return information on merchandise presented to
the point-of-return associates. The resource further provides a serving device for serving
responsive communications to the communication devices of the requesting point-of-return
associates. These responsive communications include either a positive or negative return
10 decision and, in cases of positive return decisions, further comprise return fulfillment
instructions.